

Customer Service Accessibility Policy (Ontario)

Objectives

The purpose of this Policy is to establish how VersaCold Logistics Services will provide access to goods or services to the public and other third parties that do business with VersaCold Logistics Services (“Customers”) with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with Ontario Regulation 429/07 (the “Customer Service Standard”) under the Accessibility for Ontarians with Disabilities Act (“AODA”).

Policy Statement

VersaCold Logistics Services recognizes the importance of:

- Providing access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of Customers with disabilities in order to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA.

Application

This Policy applies to all VersaCold Logistics Services employees, agents and contractors, including but not limited to senior management, managers, supervisors, employees (whether full-time, part-time or temporary), students, apprentices and volunteers (“Employees, Agents and Contractors”).

Communication

Employees, Agents and Contractors will communicate with Customers with disabilities in a manner that takes into account their disabilities. Employees, Agents and Contractors will consider how a Customer’s disability may affect the way that he or she expresses, receives or processes communications and, where possible, they will ask the Customer how to best communicate with him or her.

Assistive Devices

Assistive devices that may be used by individuals with disabilities will be welcome on VersaCold Logistics Services premises open to the public or other third parties, including but not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards.

VersaCold Logistics Services will take steps to ensure that Employees, Agents and Contractors are familiar with such assistive devices.

Service Animals

VersaCold Logistics Services welcomes guide dogs or other animals that serve individuals with disabilities in those areas of VersaCold Logistics Services' premises that are open to Customers and will permit the Customer to keep the service animal with him or her, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, VersaCold Logistics Services will provide the applicable Customer with an alternative method of obtaining, using or benefitting from its goods or services.

Support Persons

VersaCold Logistics Services welcomes persons who support individuals with disabilities to accompany them onto VersaCold Logistics Services premises open to the public or other third parties. VersaCold Logistics Services will ensure that Customers who so require have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the Customer. Support persons will be asked to follow the rules or requirements that are specific to the goods or services provided by VersaCold Logistics Services. VersaCold Logistics Services will seek the consent of the Customer before confidential information is discussed in front of the support person. In some instances, support persons may be asked to sign a Confidentiality Agreement. VersaCold Logistics Services will require a support person to accompany a Customer when on the premises when it determines that such an arrangement is necessary to protect his or her health and safety or that of others on the premises.

Temporary Unavailability of Access to Goods or Services for Customers with Disabilities

In the event that a facility, service or system offered by VersaCold Logistics Services to Customers with disabilities is expected in advance to become temporarily unavailable, in whole or in part, VersaCold Logistics Services will provide advance notice of the disruption on its telephone message, website, at the entrance to its premises and by the service or facility, at a reasonable time in advance of the disruption and during the disruption. If the disruption is unexpected, the notices will be provided as soon as the anticipated disruption becomes known to VersaCold Logistics Services. The notices will:

- Explain the reason for and anticipated length of the disruption; and
- Provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities, if available.

Employee, Agent and Contractor Training

All Employees, Agents and Contractors who interact with Customers on VersaCold Logistics Services behalf or who are involved in developing VersaCold Logistics Services policies, practice and procedures on the provision of goods and services will:

- Be provided with an overview of the AODA and the Customer Service Standard;
- Be trained how to interact, communicate and assist people with disabilities, and in particular, people with assistive devices and those who require the assistance of a guide dog, service animal or support person;
- Be made aware of the policies and procedures created by VersaCold Logistics Services in accordance with the Customer Service Standard; and
- Be trained how to help a person with a disability who is having difficulty accessing VersaCold Logistics Services goods or services.

This training will also be provided on an ongoing basis as soon as practicable:

- To Employees, Agents and Contractors who are newly assigned duties that include interaction with Customers on VersaCold Logistics Services behalf or who are involved in developing VersaCold Logistics Services policies, practices and procedures on the provision of goods and services; and
- Whenever VersaCold Logistics Services policies change with respect to customer service accessibility for individuals with disabilities, to all Employees, Agents and Contractors who interact with Customers on VersaCold Logistics Services behalf or who are involved in developing VersaCold Logistics Services policies, practices and procedures on the provision of goods or services.

VersaCold Logistics Services will keep a log of all of the training it will provide documenting who was trained, on what and when.

Customer Access to This Policy and Related Documents

A notice advising customers how they can request a copy of this Policy and all related documents will be posted on the VersaCold Logistics Services website and at the entrance to its premises. VersaCold Logistics Services will strive to provide Customers with disabilities who request a copy of this Policy with a format that takes into account their disability.

Feedback Process

VersaCold Logistics Services invites feedback on the way that it provides goods or services to individuals with disabilities. Those who wish to provide such feedback are encouraged to do so in person, by telephone, in writing, by email or otherwise.

All feedback will be directed to Laurie Wright, Senior Vice President, and People Officer at laurie.wright@versacold.com Any feedback that is in the nature of a complaint will be addressed in accordance with VersaCold Logistics Services Complaint Management Procedure.

The details of this Feedback Process will be provided on the VersaCold Logistics Services website and in a notice that will be posted at the entrance to VersaCold Logistics Services premises.